



National Finance Center Customer Notification

Date of Notification: May 29, 2009

Subject: Update 1- NFC's Communication Plan - Incoming Call Monitoring

Customer(s) Affected: All Customers

Dear Customer:

NFC recognizes that quality communications are vital to serving you, our valued customer. Therefore, we are constantly striving to improve our communications process so that our customers can receive the right information at the right time from the right sources. In support of this effort, we are currently working to refine our Communications model to more clearly identify points of contact relevant to your specific business needs.

A first step in refining our model is to introduce a more enhanced incoming call monitoring process in the Payroll/Personnel Call Center, the *EmpowHR* Help Desk, and the webTA Help Desk that will allow Call Center and Help Desk management to monitor live calls for quality assurance and training purposes. This improved call monitoring process will be implemented on June 1, 2009, and all incoming calls made to the Call Center, the *EmpowHR* Help Desk, and the webTA Help Desk will be subject to this monitoring.

Specifically, this enhanced call monitoring process will allow NFC to better gauge the accuracy and completeness of the information provided to the caller and verify the professionalism of the Call Center/Help Desk staffs.

If you have any questions regarding this notification, please contact NFC's Client Management Branch at Customer.Support@usda.gov.

JF/M5-09-067

"Tip of the Week"

Agencies are encouraged to run the Missing T&A Reports for Full and Part-time Employees (CULP0013) starting the day after initial transmission of T&A's and the T&A's With Missing Personnel Actions Report (CULP0099) to address T&A's suspended because a Personnel Action is required for accessions, extension of appointments, return to duty, separations, etc.